

NOTICE OF VACANCY
March 5, 2021

POSITION: Volunteer Coordinator

DEPARTMENT: Council on Aging

SALARY: \$19.48 hourly

HOURS: 14.0 to 18.5 hours weekly (part-time)

Statement of Duties: Position is responsible for recruiting, supervising and scheduling volunteers at the Callahan Center for a variety of social, recreational and educational programs offered through the Council on Aging. Employee is required to perform all similar or related duties.

Supervision Required: Employee works under the direct supervision of the Programs Manager. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work and methods used are technically accurate and that instructions are being followed.

Supervisory Responsibility: Employee is not responsible for the supervision of City employees.

Confidentiality: In accordance with the state public records law, the employee has regular access to confidential client records of the department.

Accountability: Consequences of errors or poor judgment may include missed deadlines or adverse public relations.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Employee performs work in office setting, noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Nature and Purpose of Relationships: Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations such as schools, religious and community groups other service organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

Occupational Risk: Duties generally do not present occupational risk to the employee. Personal injury could occur, however, through employee failure to properly follow safety precautions or procedures.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Maintain ongoing knowledge of Center programs, services and goals to identify, develop and fill opportunities for volunteer engagement.

1. Recruit volunteers, using a variety of media and outreach strategies.
2. Process and evaluate potential volunteers through vetting process including: application, interview, reference checks, CORI form, Conflict of Interest Law training, and required acknowledgement forms.
3. Assign volunteers to fill needed positions within the Center, on the basis of program needs and volunteer interests, skills and fit for the position.
4. Supervise volunteers, ensuring adequate technical assistance, training and support. Address volunteer concerns in coordination with supervisor(s).
5. Design and implement events, including annual Volunteer Recognition Event and other opportunities to check in with volunteers throughout the year.
6. Routinely assess the need for volunteers at the Center and in the community with input from Programs Manager and other managers within the department and devise a plan for recruitment.
7. Partner with other departments, agencies and businesses in the City to increase volunteer involvement in the Center.
8. Maintain organized files of all volunteers, including those supervised by other staff.
9. Provide monthly and annual reports to the Director of Elder Services.

10. Assist with other activities and programs of the Callahan Center, such as monitoring Zoom sessions and checking attendance, as needed.
11. Update Volunteer Manual on an as-needed basis.

Recommended Minimum Qualifications:

Education and Experience: Must have a Bachelor's Degree and /or three (3) years of experience providing services to people and one year working with volunteers. Preference is given to those with experience with seniors. Must have initiative, creativity and utilize sound judgment and tact in dealing with the public.

Special Requirements: A candidate for this position must have a valid class D motor vehicle operator's license and an available car. The core schedule for this position to meet the Center's needs is 14.5 hours on Tue, Wed, Thu between 9 a.m. and 3 p.m. with the remaining 4 hours either on Monday or Friday.

Knowledge, Abilities and Skill

Knowledge: Working knowledge of Microsoft Office programs, especially Outlook, Word and Excel, Familiarity with Internet resources. Familiarity with Council on Aging operations is preferred.

Abilities: Ability to understand and interpret information, to prepare written reports, and letters. Possess strong written and verbal communication skills.

Skills: Excellent interpersonal skills are required. Ability to connect with various age groups. Must be detail oriented, organized and reliable.

Physical and Mental Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as reams of paper, bags of donated yarn, knitted items, etc.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include operating a personal computer or driving a car.

Visual Skills: Position requires routine reading of documents, computer screen, and reports for understanding.

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